



# **HONOLULU EMERGENCY SERVICES DEPARTMENT**

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## **POWERS, DUTIES, AND FUNCTIONS**

The Honolulu Emergency Services Department (HESD) consists of Departmental Administration, Emergency Medical Services Division (EMS) and Ocean Safety and Lifeguard Services Division (OS). The department is responsible for providing 1) an efficient, effective and economical operation of the pre-hospital emergency medical care and emergency ambulance service on Oahu; 2) a comprehensive Ocean safety program for the Island of Oahu at 19 city and county beach parks to include lifeguard services, such as patrol and rescue activities and emergency response to medical cases in the beach and near shore waters; 3) injury prevention, public education and disaster planning activities; 4) coordination with other agencies at local, state, federal and private organizations.

## **BUDGET**

The budget for the department for FY 2006 was \$26,169,888. The budget supports administration activities as well as the two major divisions: Emergency Medical Services and Ocean Safety and Lifeguard Services.

## **DEPARTMENTAL ADMINISTRATION**

The staffing consisted of the director, private secretary II, senior advisor to the director, private secretary I, administrative services officer II and personnel clerk I. The administrative services officer and personnel clerk position are civil service positions. The others are appointed positions.

Departmental administration is primarily responsible for the overall operations of the department as well as establishing policy, providing guidance and creating vision for the future development of the department. Staff functions are handled and/or coordinated at this level.

### **Administration Highlights**

1. Effective January 17, 2006, the administration appointed Ms. Baybee Hufana-Ablan as senior advisor to the director for the Honolulu Emergency Services Department
2. An information specialist personal services contract position was added to the department in FY 2006 to serve as a public information officer (PIO). The PIO enables the field personnel to concentrate on patient care and incident command duties. The PIO also serves as a vital link in disseminating pertinent departmental information to both the media and the public.
3. Emergency Preparedness

The department continued toward better preparedness for man made as well as natural disasters. Interoperable communications and partnerships with other public safety responders are being enhanced and coordination of the Metropolitan Medical Response system and monitoring for health hazards at public events continues.

## **EMERGENCY MEDICAL SERVICES DIVISION (EMS)**

### **DUTIES AND FUNCTIONS**

The Hawaii Revised Statutes place the statewide responsibility for emergency medical services with the state's Department of Health (SDOH). Annually SDOH contracts with the City and County of Honolulu to provide pre-hospital emergency medical care and emergency medical services on Oahu. The Revised Charter of the City and County of Honolulu tasks the Honolulu Emergency Services Department to develop programs and deliver services related to emergency medical care. The Emergency Medical Services Division (EMS) was organized to meet this portion of the Department's responsibility.

### **EMS Historical Highlights:**

1. Junior Paramedics Program

The second EMS Junior Paramedics Program began in June 2006 with a total of 25 teenagers aged 14-17. They completed the 5-week program with certifications in Cardiopulmonary Resuscitation (CPR) and Basic First Aid. The junior paramedic graduates continue to volunteer at public service events.



**Patient being treated for injuries incurred from a motor vehicle accident.**

Response Units on Oahu. Nine EMS ambulance units and a Rapid Response Unit comprise District I (West Oahu), and nine EMS ambulance units and a Rapid Response Unit comprise District II (East Oahu). Each of the EMS units is designated as Advanced Life Support (ALS) units. Each ambulance is staffed with two crewmembers and the Rapid Response Units are staffed with one. The ALS ambulances and the Rapid Response Units are staffed with at least one Mobile Emergency Care Specialist (paramedic), trained and authorized to perform invasive techniques under medical supervision and standing orders.

*\*The Rapid Response Unit ("Response One") operates 16 hours a day between 7 a.m. and 11 p.m.*

*\*\*The Ka'a'a'wa Rapid Response Unit ("Response-Two") operates 16 hours a day between 7 a.m. and 11 p.m.*

*\*\*Nanakuli and Makiki EMS Ambulances operate 16 hours a day between 7 a.m. and 11 p.m.*

In addition to the field ambulance units, the EMS Division has five support elements: Communications, Safety Specialist, Equipment, Supplies, and Vehicle Maintenance.

The EMS Communications Center receives 9-1-1 calls for assistance, dispatches ambulances, provides medical pre-arrival instructions to the caller while the ambulance is en-route, coordinates communications between the ambulances and hospitals, activates co-responses by other public safety first responder agencies, activates and coordinates all helicopter evacuation missions, and maintains personnel schedules to ensure that the ambulance units are properly staffed. The EMS Communications Center is physically located on the 10<sup>th</sup> floor of the Honolulu International Airport Tower.

The EMS Vehicle Maintenance Inspector coordinates the maintenance and repair of the EMS Division's ambulance and support vehicle fleet. The Automotive Equipment Services Division of the Department of Facility Maintenance performs major repairs and preventive maintenance at their Halawa Maintenance Facility.

The EMS Division Administration is located at Suite H-450, 3375 Koapaka Street, Honolulu, Hawaii 96819. EMS Support Services (Equipment, Supplies and Fleet Maintenance) are located at Suite D-130 at the same address, and the EMS Communications Center is located at the Honolulu International Airport.

## 2. New Kapolei Ambulance Facility

Construction is nearing completion for the new Makakilo/Kapolei EMS and District Chief Facility.

## 3. New Wahiawa Ambulance Facility

Construction of the facility is planned to begin in 2006.

## 4. New EMS Communications System

To better serve the community for both day-to-day and a disaster operation, a new EMS Communications System was designed. The system, to be collocated with EMS Administration, features the newest technology, with additional workstations to meet the increasing 9-1-1 call volume, and better manage EMS resources. Completion of the system is anticipated by October 2006.

## BUDGET:

The budget of the EMS Division for FY 2006 was \$22,417,015. Expenditures by the EMS Division are tied to available reimbursement funding from the SDOH under a contractual agreement between the City and the State to provide emergency medical care and ambulance services on Oahu.

## ORGANIZATION

The EMS Division is headed by a chief and two assistant chiefs, one for operations and one for quality assurance.

The division is divided geographically into two operational districts with two emergency medical services field operations supervisors overseeing each district.

There are a total of 18 ambulance units and two Rapid

## PERSONNEL

The Emergency Medical Services Division was authorized 277.75 positions as of July 1, 2006. The breakdown of the authorized positions is as follows:

### Position No.

Chief of emergency medical services (EM-08) .....	1
Asst. chief of EMS - operations (EM-05) .....	1
Asst. chief of EMS - quality assurance (EM-05) .....	1
EMS field operations supervisor (AM-07) .....	8
Facilities and equipment manager (AM-07) .....	1
Systems analyst (CAD) .....	*
Mobile emergency care specialist II (AM-06) .....	18
Mobile emergency care specialist I (AM-05) .....	144
Emergency medical technician III (AM-03)-field .....	19
Emergency medical technician III (AM-03)-dispatch .....	14
Emergency medical technician II (AM-02) .....	50
Safety specialist (SR-22) .....	1
Ambulance communication ctr. supervisor (AM-05) .....	1
EMS support services technician (AM-04) .....	1
Storekeeper I (SR-11) .....	1
Administrative assistant II (SR-22) .....	1
Physician - medical director (SR-31) .....	0.75
Planner V (injury prevention specialist) (SR-24) .....	1
Secretary III (SR-16) .....	1
Senior clerk typist (SR-10) .....	1
Senior clerk (SR-10) .....	2
Personnel clerk (SR-13) .....	1
Utility worker (BC-03) .....	2
Vehicle maintenance inspector (BC-12) .....	1
Contract positions .....	6
	277.75

*\*The Department of Information Technology assigns the CAD Systems Analysts to the EMS Division*

**Workload:** The EMS Communications Center received 82,643 9-1-1 calls for help from the public, resulting in 66,162 ambulance responses.

**Back-Up Services:** The EMS Division contracted with a private Ambulance Company to provide back-up ambulance services to the City. The back-up agreement provides additional emergency coverage when City ambulance resources in a given area are not readily available. American Medical Response, Inc. (AMR) is the back-up contractor for FY 2006. A total of 169 back-up calls were referred to AMR during the year, with 150 patients transported.

**Co-Responses:** The HESD works cooperatively to provide optimal EMS responses to medical emergencies through a first responder co-response agreement with the Honolulu Fire Department and the Ocean Safety and Lifeguard Service Division. In addition, military EMS response agencies and the Honolulu Police Department (AED Program) provide first-tier responses to EMS calls as indicated.

**MAST Evacuations:** The EMS Division utilized the services of the U.S. Army's 68th Medical Company's Air Ambulances assigned to the Military Assistance to Safety and Traffic (MAST) program to perform rotary wing aero medical evacuations of civilian patients in critical condition from rural areas to tertiary medical centers with facilities to handle the specialized needs of these patients. Advanced Life Support paramedics of the EMS Division accompanied all MAST patients evacuated from the field to provide critical care en-route, assisted by the Army flight medic.

Due to the deployment of the 68<sup>th</sup> Medical Company to support the American troops overseas, MAST for civilians was suspended on March 31, 2006.

The MAST program evacuated 50 patients in FY 2006, compared to 137 patients in FY 2005.



*EMS and OS working together to treat injured patient on beach.*



The Hawaii National Guard was contracted by the State Department of Health to provide interim aeromedical support for the citizens and residents of O'ahu. HIATS (Hawaii National Guard Interim Aeromedical Transport System) operated from 11 a.m. to 11 p.m., seven days per week. HIATS transported eight patients in FY2006.

## TRAINING

The EMS Division was involved in the following training programs and activities during the year:

**MECSTP Training:** On July 1, 1990, the Mobile Emergency Care Specialist Work-Study Training Program (MECSTP) was initiated. This apprenticeship program was established to develop and maintain an adequate supply of qualified



*EMS Paramedic treat injured patient.*

advanced life support staff for the EMS Division's ambulance operations by implementing a three-year work-study program to recruit and assist employees enrolled in the Mobile Intensive Care Technician (MICT) training program at Kapiolani Community College (KCC).

**Continuing Medical Education (CME):** The EMS Division provides support to ensure a high degree of EMS skill and knowledge is maintained by field paramedics, emergency medical technicians and emergency medical dispatchers. The EMS Division supports paid educational leave annually to ensure employee compliance with recertification standards as required by the Hawaii State Board of Medical Examiners, and the National Academy of Emergency Medical.

Most medical CME is provided through Kapiolani Community College. In addition, the division provides emergency vehicle operator and defensive driving courses; annual training updates through Base Station Meetings; and various field and tabletop disaster exercises with other public safety agencies throughout the year, including HazMat, Urban Search and Rescue, Incident Command and technical terrorism response training.

**Clinical Training Partnership with Kapiolani Community College:** The EMS Division provides clinical ambulance experience to EMT and MICT trainees of KCC and the University of Hawaii Community Colleges System from throughout the State of Hawaii. During these clinical and internship periods, the trainees gain valuable hands-on experience in the actual pre-hospital emergency medical setting under the supervision and preceptorship of selected EMS Division paramedics.

**Clinical Training for Other EMS Providers:** The EMS Division provides clinical 'ride-along' ambulance experience to the Navy's Emergency Medical Technician Program at the Marine Corps Base Hawaii (Kaneohe), to the U.S Army's MAST Program medics, and various other medical, nursing and EMS agencies, both civilian and military to assist them to meet their educational requirements.

**Public Education & Recruitment:** During FY 2006, personnel of the EMS Division participated in 76 public service events, including school career days, job fairs, EMS week public events and medical stand-bys.

## OCEAN SAFETY AND LIFEGUARD SERVICES DIVISION (OS)

The Ocean Safety and Lifeguard Services Division conducts a comprehensive program of ocean safety for the City and County of Honolulu by providing lifeguard services along the 198 miles of Oahu's coastline. These services include ocean rescue, emergency medical treatment, mobile patrol and response, and educational/prevention strategies directed toward the 18 million beach users watched over annually by City and County lifeguards.

## PERSONNEL

The division has a full-time staff of 153.79, including:

- 1 water safety administrator
- 1 administrative assistant
- 1 secretary II
- 1 prevention specialist
- 1 secretary II
- 1 payroll clerk
- 1 chief of operations
- 6 lifeguard captains
- 9 lifeguard lieutenants
- 122 FTE ocean safety lifeguards
- 11.34 FTE part-time, contract hire lifeguards

## OPERATIONS

Operationally, the island is divided into four geographic districts: South Shore (Waikiki and Ala Moana), Windward (Hanauma Bay to Kailua), North Shore, and Leeward. Each district is assigned one captain and two lieutenants who are responsible for scheduling, supervision and daily operations in their respective districts. Basic coverage is tower based, with district lifeguards assigned to stations at specific beaches. Each district operation utilizes specialized equipment including jet skis and all terrain vehicles to respond to situations requiring rescue and/or medical assistance in guarded and unguarded areas. Generally, beaches are manned from 0900 to 1730 hours daily.

## TRAINING

All Ocean Safety Division personnel receive 120 hours of initial open water lifeguard indoctrination that includes rescue, surveillance, and emergency medical training. A rigorous physical performance test is conducted annually, as well as re-certification training in all areas of CPR, First Responder, and Open Water Life guarding. The division training program follows guidelines established by the United States Lifesaving Association (USLA). The City and County of Honolulu's Ocean Safety and Lifeguard Services Division is a certified USLA agency. In-service training is conducted annually to keep division employees abreast of new and current developments in the lifesaving field.

## OCEAN SAFETY DIVISION HIGHLIGHTS

### 1. Ocean Safety and Drowning Prevention Conference

The annual statewide conference was conducted at the Queen's Conference Center, with over 100-ocean safety, first responder, EMS, and public health personnel in attendance. Conference topics included disaster preparedness and response, inter-agency communications, and the development of drowning prevention strategies.

### 2. Lifeguard Tower Replacement Program

CIP funding has been budgeted to complete the island-wide tower replacement program.

### 3. Junior Lifeguard Program

Over 500 youngsters participated in the Junior Lifeguard Program conducted during the summer at five sites around the island, Ala Moana, Pokai Bay, Waimanalo, Ehukai, and Kalama Beach Park. This was the 14<sup>th</sup> year that the division has conducted the Junior Guard Program, which has reached over 5,000 young people and has produced over 20 lifeguards for the division.

### 4. Hawaiian Airlines Ocean Safety Video Project

Hawaiian Airlines has begun showing a water safety video on all incoming flights to Hawaii. This is a major milestone in the division's efforts to get beach and ocean safety information to visitors to the islands.

### 5. Beach Hazard Website

The division, in collaboration with the University of Hawaii's School of Ocean and Earth Science and Technology



*These are recommended hazard levels based on reported wave heights. Always talk to a lifeguard for current beach conditions. Please visit [Beach Safety Basics](#) for additional information.*

and the Hawaiian Lifeguard Association, is developing a website that will have a daily hazard level posted for all Oahu beaches. This information will be made available to media and visitor industry sources to inform visitors and residents of daily ocean conditions.

#### 6. National Competition

A team of division lifeguard competitors represented Hawaii at the United States Lifesaving Association National Lifeguard Championships at Huntington Beach, California, and took third place in their division.

#### Summary of lifeguard logsheet data, from the City and County of Honolulu, 2005.

Beach park	# Logs received	# Logs * expected	Percent reported‡	Attendance@	First aid -minor	First aid-reports	Rescues	Drownings	Preventive actions	Surfing accidents	Lost children
ALA MOANA .....	1,818	1,825	99.6	1,708,992	4,504	91	76	0	26,096	11	14
ALII/HALEIWA .....	360	365	98.6	353,021	1,361	22	44	0	10,683	18	0
BELLOWS .....	111	117	94.9	110,925	1,090	3	5	0	4,683	1	0
EHUKAI .....	360	365	98.6	352,458	1,083	66	49	2	12,119	59	0
HANAUMA .....	616	626	98.4	1,629,939	18,759	60	328	2	29,815	0	6
KAILUA .....	364	365	99.7	360,410	1,861	17	10	0	6,719	2	2
KEAUWAULA .....	362	365	99.2	134,518	876	29	18	0	13,770	9	0
KEWAENA .....	363	365	99.5	175,095	807	21	3	1	9,393	17	0
KUALOA .....	158	165	95.8	219,415	517	7	3	1	3,532	0	0
MAILI .....	715	730	97.9	359,256	1,005	11	28	0	23,386	1	0
MAKAHA .....	686	730	94.0	486,502	2,661	37	24	0	24,380	20	0
MAKAPUU .....	363	365	99.5	182,859	2,084	24	144	0	17,985	11	0
NANAKULI .....	858	930	92.3	342,677	1,291	9	132	0	16,016	1	0
POKAI BAY .....	723	730	99.0	376,730	1,322	15	6	0	13,704	1	1
SANDY .....	716	730	98.1	432,364	4,497	121	269	0	38,976	67	3
SUNSET .....	363	365	99.5	451,534	1,254	15	46	0	16,279	10	0
WAIKIKI .....	2553	2555	99.9	7,316,180	25,021	463	174	1	75,132	204	271
WAIMANALO .....	725	732	99.0	284,496	3,363	14	13	0	9,779	7	2
WAIMEA .....	363	365	99.5	598,412	2,261	39	74	0	23,845	19	0
ALL BEACHES .....	12,577	12,788	98.4	15,875,783	75,617	1,064	1,446	7	376,292	458	299

\*The number of expected logsheets was computed differently, depending on the beach. For most beaches, this number was 365 times the number of stations (e.g. Ala Moana = 366 days \* 5 stations = 1,825). For Hanauma, the expected number was 313 for each station (626 total), since this beach is closed each Tuesday.

‡The "percent reported" column is the ratio of the number of logsheets received to the number expected. Use the reciprocal of this percentage to estimate an annual total. Example: the estimated attendance at Waimea = (1/99.5%) \* 598,412 = 601,419.

@Attendance is based on headcounts taken 3 times by Water Safety Officers during an 8-hour workday.